

KENTUCKY
RESALE TELECOMMUNICATIONS SERVICE TARIFF
FOR
Symtelco, LLC

Issued: November 12, 2004

Issued by: Greg Hogan, President
1385 Weber Industrial Drive
Cumming, Georgia 30041

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

12/12/2004

Effective December 12, 2004
PURSUANT TO KRS 204.5-011

SECTION 9 (1)

By  KYi0400
Executive Director

CHECK SHEET

The pages in this tariff are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION	
1	Original	*	21	Original	*
2	Original	*	22	Original	*
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* - indicates those pages included with this filing

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PURSUANT TO 807 KAR 5:011
Effective: December 12, 2004
SECTION 9 (1)

By  KYi0400
Executive Director

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Executive Director

TARIFF FORMAT

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially, however, when a new page is added between pages already in effect, a decimal is added. For example, a new page added between sheets 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14. Consult the Check Sheet for the page currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
- D. Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages).

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By  KYi0400
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EXPLANATION OF SYMBOLS

Changes to this tariff shall be identified on the revised page(s) through the use of symbols. The following are the only symbols used for the purposes indicated below:

- (C) - To signify a change in regulation
- (D) - To signify a deletion
- (I) - To signify a rate increase
- (L) - To signify material relocated in the tariff
- (N) - To signify a new rate or regulation
- (R) - To signify a rate reduction
- (T) - To signify a change in the text, but no change in rate or regulation

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PUBLIC SERVICE COMMISSION
EFFECTIVE: December 12, 2004
SECTION 9 (1)

By  KYi0400
Executive Director

APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to the provision of intrastate resale common carrier communications and automated operator services by Symtelco, LLC for use by inmates in correctional institutions within the State of Kentucky.

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SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the Subscriber's location to a Company switching center or designated point of presence.

Account - The Customer who has agreed, verbally or by signature, to honor the terms of service established by the Company. An account may have more than one access code billed to the same Customer address.

Aggregator - A person, firm, corporation, or other legal entity which contracts with the Company for installation of the Company's services. Aggregators make available the Company's services for use by guests, patrons, visitors or other transient third parties at the Aggregator's location. The Aggregator is also responsible for compliance with the terms and conditions of this tariff.

Automated Collect Call - Calls billed to the called party that are completed through an automated call processing system. The automated system prompts the call originator and called party. The called party must accept charges for the call and is responsible for payment.

Authorization Code - A pre-defined series of numbers to be dialed by the Customer or End User upon access to the Company's system to notify the caller and validate the caller's authorization to use the services provided. The Customer is responsible for charges incurred through the use of his or her assigned Authorization Code.

Authorized User - A person, firm or corporation, or any other entity authorized by the Customer or Subscriber to communicate utilizing the Company's services.

Customer or End User - The person, firm, corporation or other entity which uses the Company's service and is responsible for payment of charges and compliance with the Company's tariff.

Company or Carrier - Symtelco, LLC, unless otherwise clearly indicated by the context.

Company's Point of Presence - Location of the serving central office associated with access to the Company's network.

Commission - Refers to the Kentucky Public Service Commission.

Correctional or Confinement Institutions - Used throughout this tariff to refer to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes.

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SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

End User - Any person, firm, corporation, partnership or other entity which uses the services of the Company under the provisions and regulations of this tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another Customer.

Equal Access - A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company's network. Presubscribed Customers may also route interexchange calls to the Company's network by dialing an access code supplied by the Company.

Inmates - The jailed or confined population of correctional or confinement institutions.

LEC - Local Exchange Company.

Operator Station Call - A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

Pay Telephone - Telephone instruments provided by the Customer or Institution for use by its guests, patrons, visitors, transient third parties or for use by Inmates of Confinement Institutions. Pay Telephones permit the user to place calls to other parties and bill such calls on a non sent-paid or sent paid-basis. To facilitate sent-paid calling, Pay Telephones can be equipped with a credit card reader, coin box, or similar device that allows charges to be collected for each call at the instrument.

Subscriber - The correctional institution which orders or uses the Company's service and is responsible for compliance with tariff regulations. The Subscriber enters into an agreement with the Company for the provision of collect-only automated operator assisted telecommunications services for use by inmates.

Switched Access Origination/Termination - Where originating or terminating access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits. The cost of switched Feature Group access is billed to the interexchange carrier.

Symtelco - Used throughout this tariff to mean Symtelco, LLC

V & H Coordinates - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purpose of rating calls.

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SECTION 2.0 - RULES AND REGULATIONS**2.1 Undertaking of the Company**

The Company's services and facilities are furnished for communications originating at correctional or confinement institutions within the State of Kentucky. The terms of this tariff apply to the Company's intrastate calls.

The Company provides for the installation, operation, and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this tariff. The Company may act as the Subscriber's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Subscriber's location to Company services. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless otherwise provided, and are available twenty-four hours per day, seven days per week subject to restrictions imposed by the administration of the institution.

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**PURSUANT TO ORDER 25, 2004
SECTION 9 (1)**

By  KYi0400
Executive Director

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**2.2 Limitations**

- 2.2.1** The Company provides interexchange long distance and operator assisted services to business customers, and automated collect and prepaid calling services to inmates of confinement institutions within the State of Kentucky.
- 2.2.2** Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this tariff.
- 2.2.3** The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.
- 2.2.4** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.5** All facilities provided under this tariff are directly or indirectly controlled by the Company and the Subscriber may not transfer or assign the use of service or facilities without the express written consent of the Company.
- 2.2.6** Service may otherwise be limited at the request of the institution's administration or by rules of the Commission to decrease fraud and maintain security and control over the inmate population.

2.3 Use

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited, limited to the provisions of this tariff.

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By  KYi0400
Executive Director

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**2.4 Liabilities of the Company**

- 2.4.1** The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- 2.4.2** The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.3** The Company shall not be liable for, and shall be fully indemnified and held harmless by the Subscriber or Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer or Subscriber; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.4.4** The Company shall not be liable for any defacement of or damages to the premises of a Customer or Subscriber resulting from the furnishing of service which is not the direct result of the Company's negligence.

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EFFECTIVE December 12, 2004
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By  **KYi0400**
Executive Director

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**2.5 Deposits and Advance Payments****2.5.1 Deposits**

The Company does not normally require deposits. However the company reserves the right to collect a deposit from customers whose credit history is unacceptable or unknown to the Company. Deposits, if collected, will be collected and maintained in accordance with Commission rules.

For services provided to inmates of confinement facilities, the Company may require a deposit from billed parties for charges which exceed a maximum credit amount predetermined by the Company based on the Customer's credit worthiness. The Customer may exceed this predetermined credit amount by first paying a deposit to the Company in an amount equal to the amount of additional credit authorization requested by the Customer.

2.5.2 Advance Payments

The Company does not normally require advance payments for service. However, for Customers whom the Company determines an advance payment is necessary, the Company reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month, if necessary.

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SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**2.6 Taxes**

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

2.6.1 Public Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company's service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any re-originated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Intra/InterLATA Rate per Call

\$0.50

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SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**2.7 Terminal Equipment**

Company-provided facilities and service may be used with or terminated in Company- or Customer-provided terminal equipment or communications systems, such as a telephone set, PBX or key system. Such terminal equipment shall be furnished and maintained under contract between the Company and the Customer. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

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Executive Director

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**2.8 Payment for Service****2.8.1 Payment for Service**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an end user of the Customer by the Company. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments (such as a local exchange company).

2.8.2 Disputed Charges

Charges billed directly by the Company are due upon receipt. Amounts not paid within 10 days of the invoice will be considered past due. For charges billed directly by the Company, notice from the Customer of a dispute as to charges must be received in writing by the Company within forty-five (45) days after the date of the invoice. Otherwise, all charges will be considered correct and binding.

For charges billed through the Customer's local exchange carrier, notice from the Customer of disputed charges must be received in writing by the Company within ninety (90) days after the date of the bill is issued. Otherwise, all charges will be considered correct and binding on the Customer.

The Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

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SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**2.8 Payment for Service, (Cont'd.)****2.8.3 Validation of Credit**

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures and to establish a maximum predetermined credit amount. Where a requested billing method cannot be validated or maximum credit amount established, the Company may refuse to provide service.

Services provided by the Company are available to inmates of confinement facilities in accordance with facility-authorized programs. The Company may request that the confinement facility adopt, as part of its program, terms that enable the Company to collect the charges for all inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

2.8.4 Return Check Charge

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds.

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EFFECTIVE: December 12, 2004
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SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**2.9 Interconnection**

Service furnished by the Company may be connected with the services or facilities of other carriers. Such service or facilities, if used, are provided under the terms, rates and conditions of the other carrier. The Customer or Subscriber is responsible for all charges billed by other carriers for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Subscriber.

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SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**2.10 Refusal or Discontinuance by Company**

2.10.1 The Company may refuse or discontinue service with proper notice to the Customer or Subscriber for any of the following reasons:

- A.** For failure of the Customer to pay a bill for service when it is due.
- B.** For failure of the Customer or Subscriber to make proper application for service.
- C.** For Customer's or Subscriber's violation of any of the Company's rules on file with the Commission.
- D.** For failure of the Subscriber to provide the Company reasonable access to its equipment and property.
- E.** For Subscriber's breach of the contract for service between the Company and the Subscriber.
- F.** For a failure of the Subscriber to furnish such service, equipment, and/or rights-of-way necessary to serve said Subscriber as shall have been specified by the Company as a condition of obtaining service.
- G.** When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

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KYi0400

SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**2.10 Refusal or Discontinuance by Company, (Cont'd.)**

2.10.2 The Company may refuse or discontinue service without notice to the Customer or Subscriber for any of the following reasons:

- A.** In the event of tampering with the Company's equipment.
- B.** In the event of a condition determined to be hazardous to the Customer or Subscriber, to other Customers of the Company, to the Company's equipment, the public, or to employees of the Company.
- C.** In the event of a Customer's or Subscriber's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- D.** In the event of fraudulent use of the service.

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SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**2.11 Inspection, Testing and Adjustment**

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance.

2.12 Call Restrictions

Calling capabilities may be restricted by the administration of the correctional or confinement institutions. The following types of calls will be blocked: directory assistance, 0-, 700, 800, 900, 976, 950, 10XXX, 1+ sent paid, third number billed, credit card and local direct. The institution may block calls to specific telephone numbers and may limit calling service to pre-approved telephone numbers only. Call duration may be limited by the institution.

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By  KYi0400
Executive Director

SECTION 3.0 - DESCRIPTION OF SERVICES AND RATES**3.1 General**

The Company offers interexchange long distance and operator assisted services to business customers, and automated collect and prepaid calling services to inmates of confinement institutions within the State of Kentucky. Rates for these services vary by product. All of the Company's services are available 24 hours a day, seven days a week. Specific offerings and rates of the Company are described in Section 3 of this tariff.

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SECTION 3.0 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**3.2 Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the "V" and "H" coordinates found in Bell Core's V&H Tape and NECA FCC Tariff No. 4.

- Step 1:** Obtain the "V" and "H" coordinates for the serving wire center of the Customer's switch and the destination point.
- Step 2:** Obtain the difference between the "V" coordinates of each of the Rate Centers. Obtain the Difference between the "H" coordinates.
- Step 3:** Square the differences obtained in Step 2.
- Step 4:** Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5:** Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.
- Step 6:** Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating serving wire centers of the call.

Formula:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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**PUBLIC SERVICE COMMISSION
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**PUBLIC UTILITY BOARD OF KENTUCKY
EFFECTIVE December 12, 2004
SECTION 9 (1)**

By  **KYi0400**
Executive Director

SECTION 3.0 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**3.3 Determination of Call Duration and Timing of Calls**

- 3.2.1** For Direct Dialed and Operator Station Calls, chargeable time begins when the connection is established between the calling station and the desired telephone, attendant board, or private branch exchange console. For Person-to-Person calls chargeable time begins when the designated party comes on the line, or when the caller agrees to speak with a substitute party.
- 3.2.2** Chargeable time ends when the connection is terminated.
- 3.2.3** Chargeable time does not include the time lost because of known faults or defects in the service.
- 3.2.4** The initial and additional timing periods for billing purposes vary by product and are specified in Section 4 of this tariff.
- 3.2.5** The Company will not bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, the Company will reasonably issue credit for the call.

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SECTION 3.0 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**3.4 Time of Day Rate Periods**

For time of day sensitive services, the appropriate rates apply for day, evening and night/weekend calls based on the following chart:

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 4:59 PM	DAYTIME RATE PERIOD OR PEAK RATE PERIOD					EVE	
5:00 PM TO 10:59 PM	EVENING RATE PERIOD OR OFF PEAK RATE PERIOD						
11:00 PM TO 7:59 AM	NIGHT/WEEKEND RATE PERIOD OR OFF PEAK RATE PERIOD						

- 3.4.1** Day, Evening, and Night/Weekend times are determine by the local time of the location of the calling service point. Chargeable time for a rate period (e.g. 8AM-5PM) begins with the first stated hour (8AM) and continues to, but does not include, the second stated hour (5PM). The rate applicable at the start of chargeable time at the calling station applies to the call during the duration of the call that is applicable to that time period. If a call begins in one discount period and ends in another, the initial period discount applied is the discount in effect at the time the call is established. The charge for each additional minute of usage is the additional minute billing rate of the rate period in which the beginning of each minute occurs.

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Issued by: Greg Hogan, President
1385 Weber Industrial Drive
Cumming, Georgia 30041

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**Effective December 12, 2004
SECTION 9 (1)**

By  KYi0400
Executive Director

SECTION 3.0 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**3.4 Time of Day Rate Periods, (Cont'd.)**

3.3.2 The time when connection is established is determined in accordance with the time - standard or daylight savings -legally or commonly in use at the location of the calling service point and determines whether Day, Evening, Night or Weekend rates apply. This rule applies to all intrastate direct dialed calls.

3.3.3 The Evening rate applies to the holidays listed below unless a lower rate period is in effect.

New Year's Day	**
Martin Luther King Day	*
President's Day	*
Memorial Day	*
Independence Day	**
Labor Day	*
Columbus Day	*
Veterans Day	**
Thanksgiving Day	*
Christmas Day	**

* - Applies to Federally recognized days only.

** - If the holiday falls on a Sunday, the holiday rates are applied to the following Monday. If the holiday falls on a Saturday, the holiday rates are applied to the preceding Friday.

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SECTION 9 (1)

By  KYi0400
Executive Director

SECTION 3.0 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**3.5 Long Distance Services**

Provides facilities to complete InterLATA, intrastate or intraLATA, interexchange calls between two points. Customer makes call by dialing directly or with operator assistance. Direct Dialing includes 1+ Area Code (where necessary) + telephone number. For operator assistance a customer dials 0 only, 0+ telephone number or 0+ NPA+ telephone number of intraLATA calls.

3.5.1 Long Distance Rates

	Per Minute	Minimum	Billing Increment
Business	.10	1 minute	1 minute
Residential	.10	1 minute	1 minute
Payphone	.10	1 minute	1 minute

3.6 Toll Free Service

Toll Free Service provides for facilities for the Customer(s) to receive interLATA and intra(LATA) calls. The Customer will be assigned a unique Toll Free number(s) that, when dialed, will be routed via the Company's network and terminate at Customer's designated local access line(s).

3.6.1 Toll Free Rates

Monthly minimum per 800 (toll free) number	\$5.00
Monthly charge per 800 (toll free) number	\$5.00

	Per Minute	Minimum	Billing Increment
Business	.10	18 seconds	6 seconds
Residential	.10	1 minute	1 minute

3.6 Directory Assistance

The Company furnishes Directory Assistance Service whereby Customers may request assistance in determining telephone numbers in accordance with the rates and terms stated in Section 5.4. Service Rates.

\$0.95 per call inquiry

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Executive Director

SECTION 3.0 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**3.8 Operator Services**

Provides facilities to complete local calls between two points within the State. Calls are handled automatically or with live operator assistance based on the manner in which the customer dials the call. Calls are handled on an automated basis if customer dials 0+ telephone number or 0+ NPA+ telephone number and then responds to network prompts with the necessary actions for the call to be processed. Should the customer dial 0 only or fail to respond the network prompts on a 0+ dialed call the call shall be handled by a live operator.

A. Calling Card Charge

This charge applies to an operator assisted or automated call placed by a Customer or Consumer where the call charges are billed to a local telephone company issued authorization code rather than to the originating or terminating telephone number. Three levels of assistance are available, depending on the extent of operator involvement in placing the call. See rate schedule below.

B. Collect Call Charge

This charge applies to a billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges

C. Third Party Billing Charge

This charge applies to a billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number.

D. Sent Paid Charge

This charge applies when the Consumer requests the operator to bill back to the number from which they are calling. The operator can only do this if the Consumer is calling from a non-restricted number.

E. Person to Person Charge

This charge applies to a service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department or office to be reached.

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Executive Director

SECTION 3.0 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**3.8 Operator Services, (Cont'd.)****3.8.1 Usage Charges**

In addition to the Operator Service Charge based on the type of Operator Service utilized, calls are subject to per minute usage charges from Customer's premises in the state to any point within the state.

	Per Minute	Minimum	Billing Increment
All Calls except Sent Paid Coin	\$0.69	1 minute	1 minute
Sent Paid Coin	\$2.10	3 minutes	3 minutes

3.8.2 Operator Service Charges

Description	Rate
Customer Dialed Calling Card	
Automated	\$4.95
Operator Assisted	\$5.50
Operator Must Assist	\$4.95
Collect	
Automated	\$3.95
Operator Assisted	\$5.50
Billed to a Third Number	
Automated	\$3.95
Operator Assisted	\$6.50
Sent-Paid	
Automated	\$3.95
Operator Assisted	\$6.50
Person-to-Person Service	
Automated	\$9.95
Operator Assisted	\$9.95
Other Services	
Line Status Verification	\$9.95
Busy Interrupt	\$9.95

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SECTION 9 (1)**

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Executive Director

SECTION 3.0 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**3.9 Institutional Operator Assisted Calling**

Institutional operator assisted service allows Inmates to place Collect Calls through an automated call processing system. The call processing system prompts the Inmate and the called party such that the call is completed without live operator assistance. Calls are placed on a collect-only basis to the called party. The called party must accept the charges for the call, or the connection will be dropped. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is terminated by the Company's system.

A number of special blocking and screening capabilities are available with institutional operator services provided by the Company. These capabilities allow Institutions to control Inmate access to telecommunications services, reduce fraudulent use of the Company's services, and eliminate harassing calls to persons outside the Institution. For services provided to Inmates of Institutions, the following special conditions apply:

- (a) Calls to "900", "976" or other pay-per-call services are blocked by The Company.
- (b) At the request of the Institution, the Company may block inmate access to toll-free numbers (e.g., 800, 888) and dialing sequences used to access other carriers or operator service providers (e.g., 950-XXXX, 10XXXX).
- (c) At the request of the Institution, the Company may block Inmate access to "911", "411", or local operators reached through "0-" dialing.
- (d) At the request of the Institution, the Company may block Inmate access to specific telephone numbers.
- (e) Availability of the Company's services may be restricted by the Institution to certain hours and/or days of the week.
- (f) At the request of the Institution, no notices or signage concerning the Company's services will be posted with its instruments. Information concerning the Company's services is provided to the administration of each Institution where the Company's services are offered. Inmates may obtain information regarding rates and charges by requesting such information from the Institution's administration.
- (g) At the request of the Institution, the Company may impose time limits on local and long distance calls placed using its services.
- (h) At the request of the Institution, equipment may be provided which permits monitoring of inmate calls by legally authorized government officials.

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SECTION 9 (1)**

By  KYi0400
Executive Director

SECTION 3.0 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**3.9 Institutional Operator Assisted Calling, (Cont'd.)****3.9.1 InterLATA Rates and Charges**

The following rates and charges apply to non-local calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following and initial one (1) minute billing period.

- | | |
|--|--------|
| A. Usage Charges: | |
| Per Minute Rate: | \$0.28 |
| B. Per Call charges: | |
| Operator Station Collect Service Charge: | \$1.50 |

3.9.2 IntraLATA Rates and Charges

The following rates and charges apply to non-local calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following and initial one (1) minute billing period.

- | | |
|------------------------------------|--------|
| A. Usage Charges: | |
| Per Minute Rate: | \$0.23 |
| B. Per Call Charges: | |
| Collect IntraLATA Service Charges: | \$1.50 |

3.9.3 Local Institutional Rates and Charges

The following rates and charges apply to local calls placed by inmates of confinement institutions.

- | | |
|-------------------------------------|--------|
| A. Usage Charges: | |
| Local Message Charge: | \$0.35 |
| B. Per Call Charges: | |
| Operator Station to Station Charge: | \$1.50 |

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SECTION 9 (1)**

By  KYi0400
Executive Director

SECTION 3.0 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**3.10 Prepaid Institutional Calling Services**

Prepaid Institutional Calling Services provide alternative methods for inmates in Confinement Institutions and their families to communicate with each other. This service is designed for those who prefer to prepay for calls rather than being billed for collect calls monthly on their local telephone bills, for those who would like to pay for another family member's calls, for those whose credit history is inadequate to receive collect calls, and for those who wish to budget their inmate calls.

Calls are made by dialing either a toll-free access number or other access dialing sequence. Depending on the facility, a Personal Account Code may also need to be entered.

Two options are available with Prepaid Institutional Calling Services. The first option, the Commissary Account, allows the inmate (via the Institution personnel) to set up his/her own prepaid account at the Confinement Institution utilizing the inmate's commissary account; the second option, the Customer Account, allows the called party, usually a family member, who receives collect calls from inmates to set up his/her own prepaid account.

With a Commissary Account, upon notification by the Confinement Institution that an inmate wishes to utilize the Company's Prepaid Institutional Commissary Account Service, a prepaid account is set up by the Company with the Institution's commissary; the Company assigns an authorization code to the inmate, and provides instructions for accessing and using the service. All deposits to the account are paid to and handled by the Institution. The Company receives payment from the Institution; it does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Account, and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses.

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Account is refundable upon request after release of the inmate from the Confinement Institution. The Available Usage Balance expires twelve months from the date the last call is made on the Prepaid account. No refunds of unused balances will be issued after the expiration date.

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Cumming, Georgia 30041

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SECTION 9 (1)**

By  KYi0400
Executive Director

SECTION 3.0 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**3.10 Prepaid Institutional Calling Services, (Cont'd.)**

With a Customer account, the Company is notified by parties (Customers) who receive collect calls from inmates in Confinement Institutions, generally family members, that they wish to utilize the Company's Prepaid Institutional Customer Account Service. A prepaid account is then set up by the Company for the Customer. The inmate will receive an authorization code, and instructions for accessing and using the service. If the payment into the account is provided via the Customer's credit card, credit verification procedures are carried out under the terms specified in Section 2 of this tariff. Deposits to the account are paid to and handled by the Company via arrangement with a specified financial institution. The Company not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the account holder of the Available Usage Balance remaining in the Prepaid Account prior to acceptance of the call. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses. The account holder will also receive a reminder message when the account balance has one minute of usage remaining. All calls must be charged against an Account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the Account is insufficient to continue the call.

Prepaid Institutional Calling Services are available 24 hours a day, seven days per week. Access to telephone service by an inmate may be subject to time of day and usage restrictions imposed by individual Confinement Institutions. No minimum service period applies.

Prepaid Institutional Calling Services may be distance or time of day sensitive. Holiday discounts do not apply. Network usage for Prepaid Institutional Calls is deducted from the Available Usage Balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis. Prepaid accounts may be replenished; the minimum initial deposit or replenishment amount is \$25.00.

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Account is refundable upon request after release of the inmate from the Confinement Institution. The Available Usage Balance expires twelve months from the date the last call is made on the Prepaid account. No refunds of unused balances will be issued after the expiration date.

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SECTION 9 (1)**

By  **KYi0400**
Executive Director

SECTION 3.0 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**3.10 Prepaid Institutional Calling Services, (Cont'd.)****3.10.1 InterLATA Rates and Charges**

The following rates and charges apply to non-local calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following and initial one (1) minute billing period.

- | | |
|--|--------|
| A. Usage Charges: | |
| Per Minute Rate: | \$0.28 |
| B. Per Call charges: | |
| Operator Station Collect Service Charge: | \$1.50 |

3.10.2 IntraLATA Rates and Charges

The following rates and charges apply to non-local calls placed by inmates of confinement institutions. Service is billed in one (1) minute increments following and initial one (1) minute billing period.

- | | |
|------------------------------------|--------|
| A. Usage Charges: | |
| Per Minute Rate: | \$0.23 |
| B. Per Call Charges: | |
| Collect IntraLATA Service Charges: | \$1.50 |

3.10.3 Local Institutional Rates and Charges

The following rates and charges apply to local calls placed by inmates of confinement institutions.

- | | |
|-------------------------------------|--------|
| A. Usage Charges: | |
| Local Message Charge: | \$0.35 |
| B. Per Call Charges: | |
| Operator Station to Station Charge: | \$1.50 |

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PURSUANT TO KRCR 5.011
SECTION 9 (1)

By  KYi0400
Executive Director

SECTION 3.0 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)**3.11 Non-Subscriber Service Charge**

A Service charge is applicable to intrastate Operator Station, Person-to-Person or Real Time rated calls billed to all lines which are presubscribed to an interexchange carrier other than the Company, or not presubscribed to any interexchange carrier. This charge is in addition to the initial period and additional period charges applicable to calls from points throughout the United States.

The Non-Subscriber Service Charge does not apply to calling card calls, intraLATA calls, conference calls, calls to Directory Assistance, toll free or 900 telephone numbers, Ship-to-Shore service or Telecommunications Relay Service, calls originated from cellular phones; Customers with disabilities and calls billed to all lines which have discontinued presubscription to the Company but for whom an active billing record still exists in the Company's billing system.

Non-Subscriber Service Charge per call: \$3.50

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By



KYi0400

Executive Director

SECTION 4.0 - MISCELLANEOUS SERVICES

4.1 Late Payment Charge

A late fee of 1.5% per month will be charged on any past due balance.

4.2 Return Check Charge

Return check charges may be applied in an amount not to exceed that allowed under Kentucky statutes.

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SECTION 9 (1)**

By  KYi0400
Executive Director

SECTION 5.0 - PROMOTIONS**5.1 Promotions - General**

From time to time the Company shall, at its option, promote subscription or stimulate network usage by offering to waive some of all of the nonrecurring or recurring charges for the Customer (if eligible) of target services for a limited duration, not to exceed 90 days, or by offering premiums or refunds of equivalent value. Such promotions shall be made available to all similarly situated Customers in the target market area. All promotions will be filed with and approved by the Commission prior to their offering.

5.2 Demonstration of Calls

From time to time the Company shall demonstrate service by providing free test calls of up to four minutes duration over its network.

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By



KYi0400

Executive Director

Account Number	Bill Date	Payment Due Date
706 542 5555 001	September 30, 2004	October 20, 2004



ABC Vending
2967 Commercial Hwy.
Athens, GA 30602

TELEPHONE NUMBER: 706-542-5555

Symtelco Long Distance

For Product Information: www.symtelco.com
For Customer Service: 1-866-766-1515

Symtelco Long Distance

Long Distance	\$ 6.74
Total Service Charges	\$ 0.00
Regulatory Fees, Taxes and Other Surcharges	\$.67
TOTAL CURRENT CHARGES	\$ 7.41

See Summary of Charges page for details

Account Status

Previous Balance	\$ 2.15
Payment Received	\$ 2.15
Adjustments	\$ 0.00
Total Current Charges	\$ 7.41

TOTAL AMOUNT DUE

\$ 7.41

Please pay your bill by using the enclosed remittance slip and return to the enclosed address:
Symtelco, LLC 1385 Weber Industrial Drive Cumming, GA 30041
Include your account number on payment and make sure that the Symtelco address is viewable through the envelope window. We ask that any inquiries be sent in separate correspondence.

=====

TO ENSURE PROPER CREDIT, PLEASE DETACH THIS PORTION AND RETURN WITH REMITTANCE.

ABC Vending
2967 Commercial Hwy
Athens, GA 30602



Symtelco
1385 Weber Industrial Drive
Cumming, GA 30041

Account Number: **706 542 5555 001**

Bill Date: **September 30, 2004**

Payment Due Date: **October 20, 2004**

Total Amount Due: **\$ 7.41**
EFFECTIVE 12/12/2004

Amount Enclosed: **\$ 807 KAR 5.011**
SECTION 9 (1)

By 
Executive Director

Account Number	Bill Date	Payment Due Date
706 542 5555 001	September 30, 2004	October 20, 2004



ABC Vending
2967 Commercial Hwy
Athens, GA 30602

TELEPHONE NUMBER: 706-542-5555

Symtelco Long Distance Service

For Product Information: www.symtelco.com
For Customer Service: 1.866.766.1515

Regulatory Assistance

If your questions are not resolved after you have called Symtelco, customers may call the Georgia Public Service Commission. The toll-free number in Georgia is 1-800-282-5813 or the metro Atlanta number is 404-656-4501. The GPSC office is located at 244 Washington Street, SW, Atlanta, GA 30334 and is open 8:00 AM to 5:00 PM weekdays. You may also email the office at gapsc@psc.state.ga.us.

Any dispute by a Customer to this bill must be provided in writing within six months (unless a different time is stated in an applicable Symtelco tariff or your contract) from the date on this bill, or this bill shall be deemed correct and binding on the Customer.

*Thank you for using **Symtelco**, we do appreciate your business.*

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Symtelco Long Distance

www.symtelco.com

**1-866-766-1515
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By

Executive Director

Account Number	Bill Date	Payment Due Date
706 542 5555 001	September 30, 2004	October 20, 2004



ABC Vending
2967 Commercial Hwy
Athens, GA 30602

TELEPHONE NUMBER: 706-542-5555

For Product Information: www.symtelco.com

Symtelco Long Distance

For Customer Service: 1-866-766-1515

SUBACCOUNT/LOCATION

TELEPHONE NUMBER:
706-542-5555

ABC VENDING
2967 Commercial Hwy
Athens, GA 30602

LOCATION TOTAL		\$ 4.15
	LONG DISTANCE SERVICE 10 Total Calls 1 : 03 : 04 Total Hr/Min/Sec USAGE CHARGES In-State (includes Local Toll Calls) State-to-State Usage Charges	
		\$ 1.57
		\$ 5.17
	TOTAL LONG DISTANCE CHARGES	\$ 6.74
	REGULATORY FEES Long Distance Federal Universal Connectivity Charge Long Distance Administrative Expense Fee	\$.00
	TOTAL REGULATORY FEES	\$ 0.00
	TAXES State Tax Federal Excise Tax	\$ 0.47 \$ 0.20
	TOTAL TAXES	\$ 0.67

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Symtelco Long Distance

www.symtelco.com

By

Executive Director

Account Number	Bill Date	Payment Due Date
706 542 5555 001	September 30, 2004	October 20, 2004



ABC VENDING
2967 Commercial Hwy
Athens, GA 30602

TELEPHONE NUMBER: 706-542-5555

<i>Symtelco Long Distance</i>				For Product Information: www.symtelco.com For Customer Service: 1-866-766-1515			
ITEM	DATE	TIME (hh:mm:ss)	DAY OF WK	PLACE	AREA CODE/ NUMBER	DURATION (hh:mm:ss)	Amount

1	8/02/2004	7:58:28A	MON	TO	ATLANTA GA	404 319-4197	5:12	.52
2	8/02/2004	8:11:56A	MON	TO	ATLANTA GA	678 934-0830	2:25	.24
3	8/02/2004	8:25:11A	MON	TO	ATLANTA GA	404 319-4197	6:18	.63
4	8/02/2004	8:59:46A	MON	TO	ATLANTA GA	678 934-3220	1:53	.18
5	8/02/2004	9:15:31A	MON	TO	ORLANDO FL	407 455-2770	9:16	.92
6	8/02/2004	9:42:53A	MON	TO	BIRMINGHAM AL	205 665-2193	7:49	.78
7	8/02/2004	10:36:16A	MON	TO	NEW YORK NY	212 279-6782	2:58	.29
8	8/02/2004	10:49:12A	MON	TO	WASHINGTON DC	202 953-1498	16:44	1.67
9	8/02/2004	11:13:42A	MON	TO	MIAMI FL	305 438-6723	11:54	1.19
10	8/02/2004	11:47:29A	MON	TO	SAN FRANCISCO CA	415 525-8964	3:12	.32

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Symtelco Long Distance

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